U.S. Department of Education
Office of Postsecondary Education

Teacher Shortage Areas (TSA)
States User Guide

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Executive Summary

The Office of Postsecondary Education (OPE) in the U.S. Department of Education has developed the Teacher Shortage Areas (TSA) application to ensure the delivery of high-quality, timely, accurate, and responsive services to Chief State School Officers (CSSOs) and State representatives who provide the required data. The TSA Solution provides all customers and employees access to the same, current teacher shortage data from states and jurisdictions.

The system is designed to collect data from States and jurisdictions and generate Teacher Shortage Areas Reports intended to be reference documents that show where States and schools are looking to potentially hire academic administrators, licensed teachers, other educators and school faculty in specific disciplines/subject areas, grade levels, and/or geographic regions; and where recent graduates of Schools of Education are trained, experienced teaching professionals aiming to serve school districts with shortages can find (prospective) positions and fill the current voids in each State's and territory's Pre-Kindergarten through Grade 12 classrooms, in areas that match their certification credentials; as well as to inform Federal financial aid recipients on reducing, deferring, or cancelling/nullifying/discharging student loan repayments and meet other specified (e.g., teaching) obligations.

Document Organization

This document comprises the following sections:

Section 1 - **Introduction**: This section provides the background, purpose and scope for this document.

Section 2 – **User Management**: This section provides instructions on how to access the TSA application, register, and change your password.

Section 3 – **Submit Teacher Shortage Areas**: This section provides instructions on how users will progress through the steps required for Teacher Shortage Areas submissions.

Section 4 – **Technical Support – Help Page**: This section provides instructions that can help users better use the application.

Section 5 – **Reporting**: This section provides instructions for generating reports.

Appendix A – **Acronyms and Abbreviations**

Section 1. Introduction

The Teacher Shortage Areas (TSA) application allows States to submit proposed teacher shortage areas for designation to comply with requirements under the regulations for the 34 CFR 682.210(q), 34 CFR 674.53(c), and 34 CFR 686.12 programs.

1.1   Purpose

This User Guide is a user-friendly, non-technical document that communicates TSA system processes and provides step-by-step instructions for completing required tasks in the system.

1.2 Resources

1.2.1 Determine Teacher Shortage Areas

A teacher shortage area is designated by the Secretary and determined by the following:

 (A) A geographic region of the State in which there is a shortage of elementary or secondary school teachers; or

(B) A specific grade level or academic, instructional, subject-matter, or discipline classification in which there is a statewide shortage of elementary or secondary school teachers; and designated by the Secretary.

In identifying teacher shortage areas to propose for designation, consider data from the school year in which the recommendation is to be made, unless that data is not yet available, in which case use data from the immediately preceding school year.

The data to use includes:

- (A) Teaching positions that are unfilled;
- (B) Teaching positions that are filled by teachers who are certified by irregular, provisional, temporary, or emergency certification; and
- (C) Teaching positions that are filled by teachers who are certified, but who are teaching in academic subject areas other than their area of preparation.

If the total number of unduplicated full-time equivalent (FTE) elementary or secondary teaching shortage areas positions does not exceed 5 percent of the total number of FTE elementary and secondary teaching positions in the State, the Secretary designates those areas as teacher shortage areas. That is total number of shortage FTE/total number of FTE in the state or territory x 100 is less than or equal to 5 percent.

If the total number of unduplicated FTE elementary and secondary teaching shortage areas positions exceeds 5 percent of the total number of elementary and secondary FTE teaching positions in the State, please submit:

- (A) List of proposed shortage areas,
- (B) FTE shortage of the proposed shortage areas,
- (C) Ranking of the proposed shortage areas according to priority, and
- (D) Explanation why the Secretary should nevertheless designate those areas as shortage areas.

An alternative written procedure to select the teacher shortage areas may be submitted to the Secretary for approval. If the Secretary approves the proposed alternative procedure that procedure, once approved may be used instead of the procedure described above.

Alternative methods should include the following in an initial request for approval:

    (A) Justification for why an alternative method is needed,
    (B) Replicable method for selection, and
    (C) Annual Submission based on proposed alternative method.

Results of an alternative method must be submitted annually. Submission must include any variations from approved method, any values used by the method that change year-to-year, output of the method, and proposed Teacher Shortage Areas.

Collect the following info prior to logging into the system:

    (A) Method used (regulatory or alternative),
    (B) Any explanation for the Secretary,
    (C) Any supporting documentation,
    (D) Data used by method,
    (E) Total teacher FTE,
    (F) List of Critical Teacher Shortage Areas with FTE shortage for each area,
    (G) CSSO Name, and
    (H) CSSO Certifications.
    (I)   Optional: Priority ranking for each TSA

1.2.2 Related Regulations

[34 CFR Part 682: Federal Family Education Loan Programs; Final Regulations- regulations explaining teacher deferment and teacher shortage areas designation (Highlighted in yellow)](#)

[34 CFR Part 674; et al. Federal Perkins loan Program, Federal Work-Study Programs, and Federal Supplemental Educational Opportunity Grant Program; Final Rule- regulations pertaining to cancelations of loans for teachers (Highlighted in yellow)](#)

[34 CFR Parts 668, 673, 674, et al. The Teacher Education Assistance for College and Higher Education (TEACH) Grant Program and Other Federal Student Aid Programs; Final Rule- regulations pertaining to Teach Grant (Highlighted in yellow)](#)

1.2.3 Teacher Cancellation Low Income (TCLI) Directory

[https://studentloans.gov/myDirectLoan/tcli.action?_ga=2.250189830.1897530272.1551282761-760205512.1508418763](#)

1.2.4 Teacher Shortage Areas Data Collection Website

[https://tsa.ed.gov](#)

1.2.5 Loan Server Website used for certifying TEACH

[https://myfedloan.org/borrowers/special-programs/teach-grants](#)

1.2.6 TEACH Grant Certification Form

[https://myfedloan.org/documents/teach-grants/fd/certification.pdf](#)
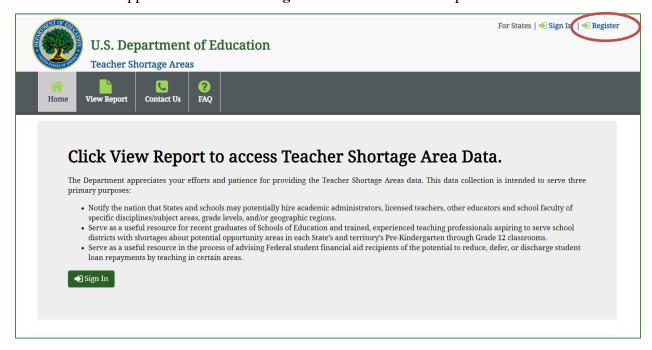
1.2.7 Teacher Loan Forgiveness

[https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/teacher](#)
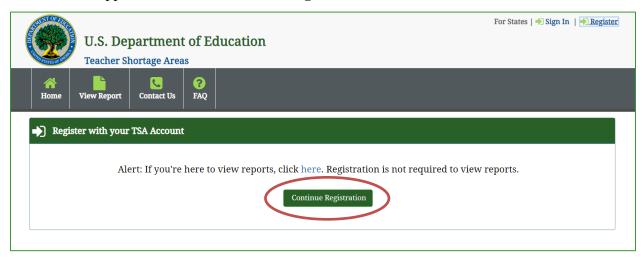
Section 2. User Management

This section of the document provides step-by-step instructions on application log in, user registration, as well as how to change your password.
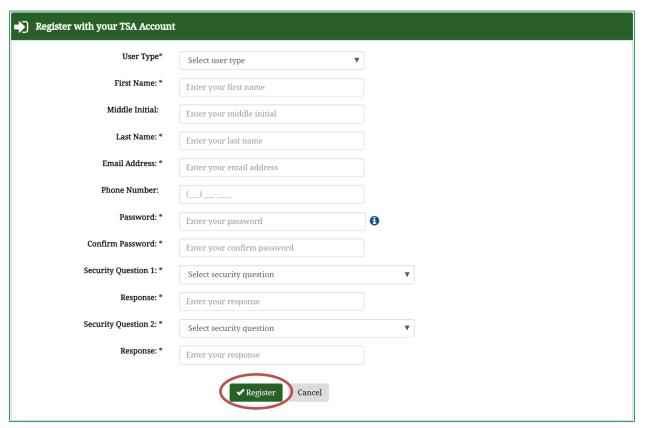
2.1   User Registration

1. Type the URL https://tsa.ed.gov into an Internet browser, the *Teacher Shortage Areas*

    welcome screen appears. Click on the **Register** link located at the top of the screen.

2.   Alert screen appears. Click on **Continue Registration**.

3. The *TSA Registration* screen opens. Enter the required information and click **Register.**

Hover your mouse over the information icon to view the password requirements.

4. The *Registration Success* screen opens informing you that your registration was successful. You will receive an email informing you that your login credentials have been approved within 2 business days. If you do not receive the confirmation email, please contact Freddie Cross at (202) 453-7224 or Freddie.cross@ed.gov.

2.2 System Navigation

This section describes the screen navigations for the system which are located on the the top navigation menu. The top navigation menu will be visible throughout the site for all States/Jurisdictions registered users.
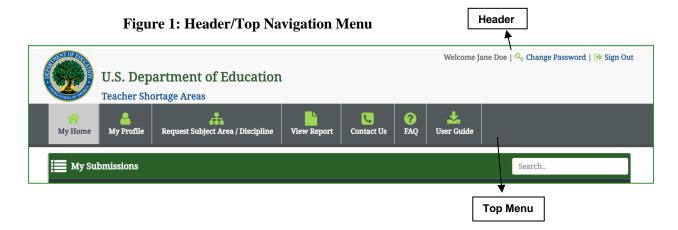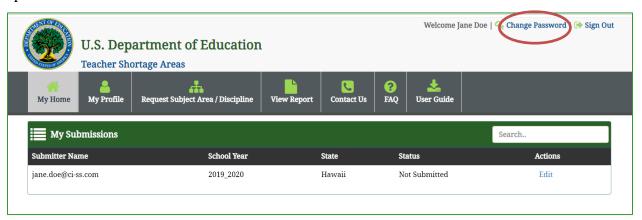
Figure 1: Header/Top Navigation Menu

Table 1 Header/Top Navigation Menu Item Descriptions

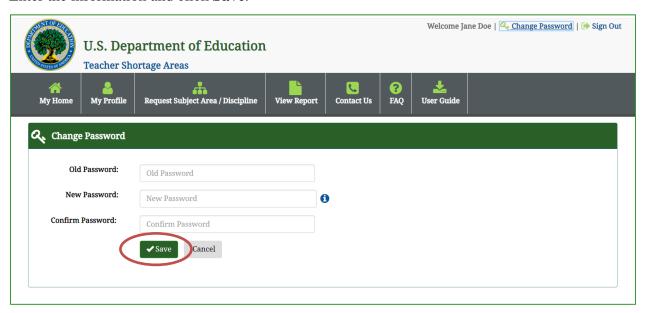| Navigation Element	Description
Icon	U.S. Department of Education icon is linked to the home screen of https://www.ed.gov/
Welcome User Name	Redirects users to their Profile screen
Change Password	Redirects users to Change Password screen
Sign Out	Signs users out of the application and redirects users to the TSA home screen
My Home	Opens the user's home screen
My Profile	Opens the user's Profile screen
Request SubjectArea/Discipline	Opens the Subject Area/Discipline submission screen
View Report	Opens the screen where users can enter criteria and generate a Report.
Contact Us	Opens the Office of Postsecondary Education's Contact screen
FAQ	Opens the Frequently Asked Questions screen
User Guide	Opens the User Guide

2.3   Change Your Password

After you have registered and your account has been approved, you can change your password as follows:

1. Select **Change Password** located at the top of the screen. The ***Change Password*** screen opens.
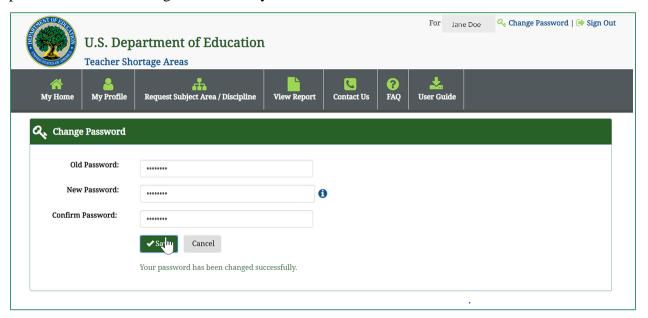

2. Enter the information and click **Save**.

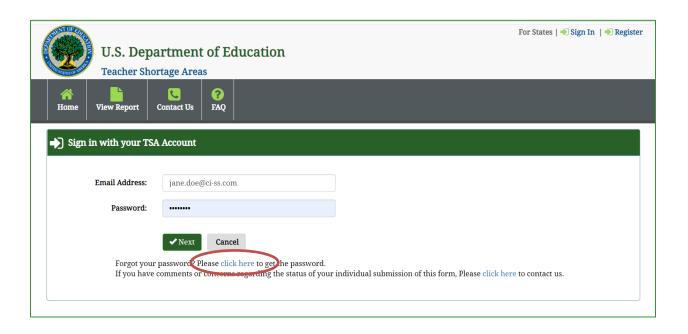*Hover your mouse over the information icon to view the password requirements.*

3. A **Confirmation message** appears at the bottom of the screen informing you that your password has been changed successfully.
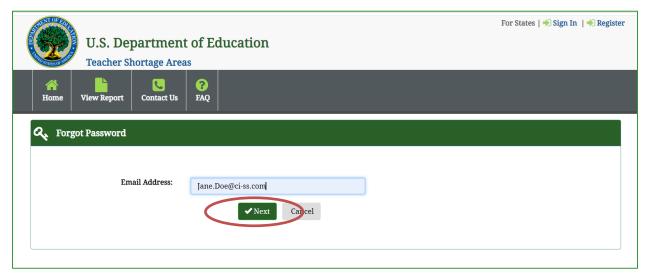
2.4   Forgot Your Password

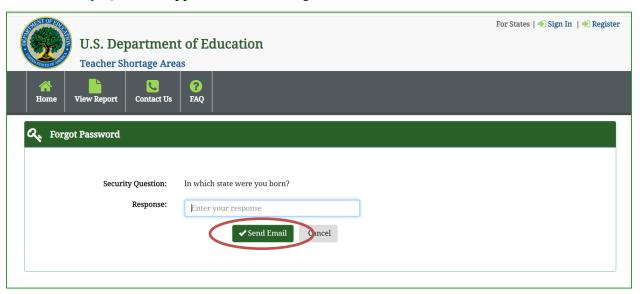If you forgot your password, you can retrieve it as follows:

1. On the *TSA Sign In* screen, select the **Forgot Password** link (click here) located at the bottom of the screen.
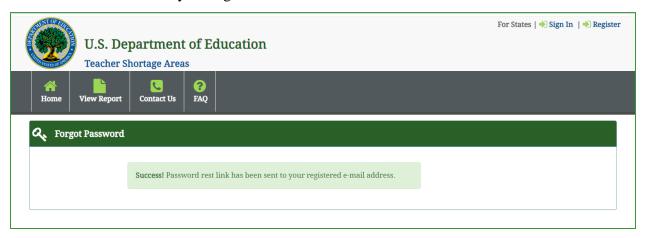

2. The *Forgot Password* screen opens. Enter your **Email Address** and click **Next**.

3. Your **Security Question** appears. Enter a **Response** and click **Send Email.**

4. The *Forgot Password Confirmation* screen appears informing you that your password

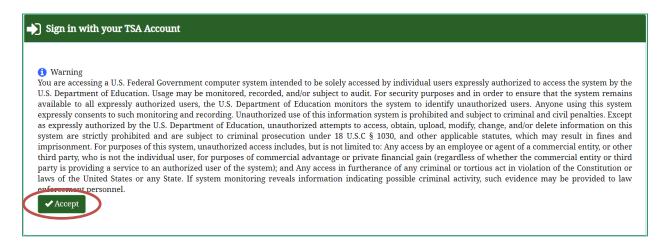reset link has been sent to your registered e-mail address.

Section 3. Submit Teacher Shortage Areas

This section provides step-by-step instructions on how to submit teacher shortage data where States and schools are looking to potentially hire academic administrators, licensed teachers, other educators and school faculty in specific disciplines/subject areas, grade levels, and/or geographic regions.
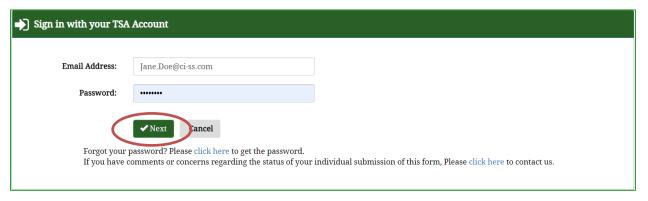
3.1   Login

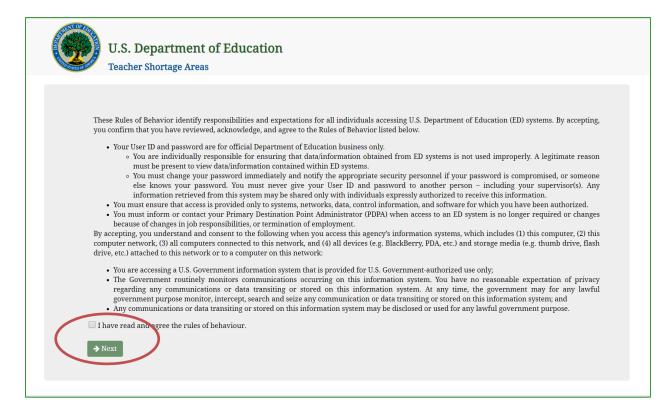To login to Teacher Shortage Areas application proceed as follows:

1. Once you receive the email confirmation of successful registration on the TSA application, click the **login** link provided. You may also type the URL https://tsa.ed.gov into an Internet browser.

2. The *Teacher Shortage Areas Warning* screen appears. Read the warning and click on **Accept** to accept the terms and conditions.

3. The TSA *Sign In* screen opens. Enter your **Email Address** and **Password** and click **Next.** The system will send a verification code to your registered email.
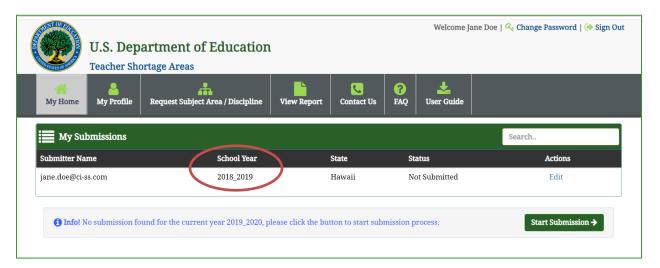

After receiving the successful registration email confirmation, when you login to the TSA application for the first time and accept the *Warning*, you will see the *Rules of Behavior* page. Read the Rules of Behavior, check the box to agree, click **Next** to go to the *Sign in with your TSA Account* screen.

4. ***Enter Verification Code Screen*** appears. Enter the 6 digit verification code sent to your email and click **Sign In**.

5. The ***My Submissions*** screen appears.

The screenshot above is from the 2017 application submission, and shows the School Year as 2018-2019; however, the annual submission process will reflect the current School Year.

3.2   My Home/My Submissions

After logging in to TSA application, *My Submissions* screen appears.

1. The Teacher Shortage Area screen opens with data prepopulated from previous year. User can edit existing information by clicking on **Edit**.
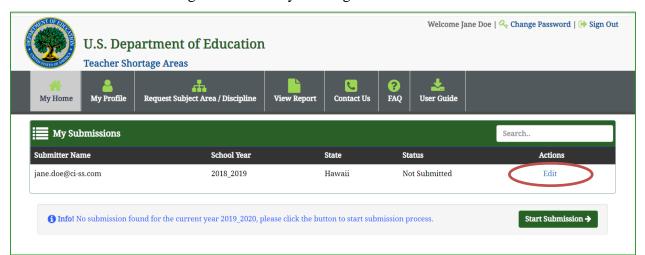

> **NOTE** The screenshot above is from the 2017 application submission, and shows the School Year as 2018-2019; however, the annual submission process will reflect the current School Year.

3.3   Submitting Data

To submit Teacher Shortage data proceed as follows:

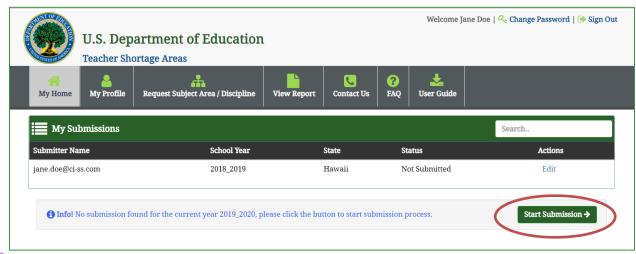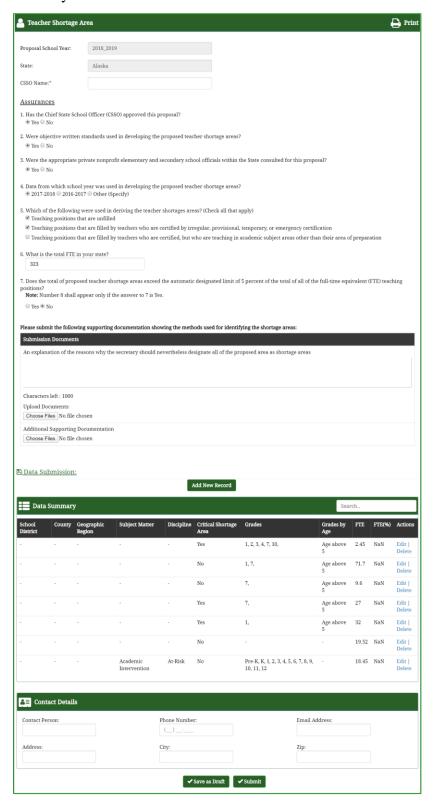1. Click **Start Submission**.

> **NOTE** The screenshot above is from the 2017 application submission, and shows the School Year as 2018-2019; however, the annual submission process will reflect the current School Year.

2. The ***Teacher Shortage Area*** screen opens. User can enter new information for the
    current year.

For question 6, if total FTE count is greater than FTE in any one of the shortage areas that is already in the system then, the system will display the message as follows. Click on **OK** before moving on to question 7.

tsa.ed.gov says

You have at least one shortage area with FTE count greater than Total FTE
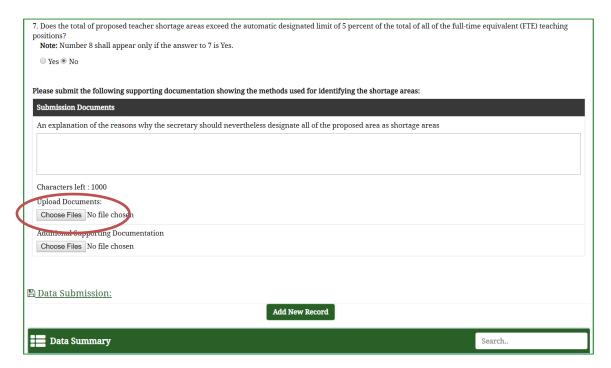
OK

3.   Answer Question 7.

Question 8 only appears when "Yes" is selected for Question 7.

Question 9 appears when "No" is selected for Question 8.

7. Does the total of proposed teacher shortage areas exceed the automatic designated limit of 5 percent of the total of all of the full-time equivalent (FTE) teaching positions?
   Note: Number 8 shall appear only if the answer to 7 is Yes.

   ◉ Yes ◯ No

8. Has the Department previously approved the alternate methodology used for determining this year's teacher shortage areas?
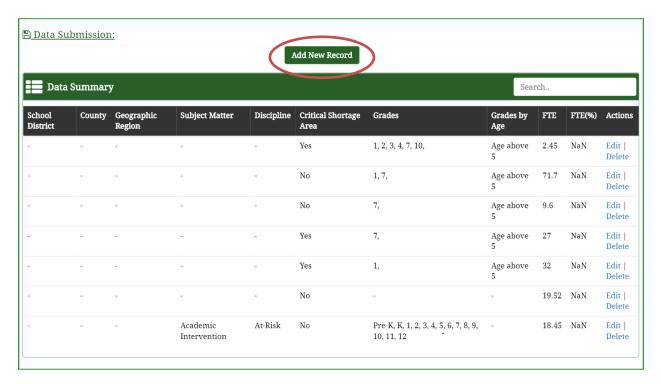   ◯ Yes ◉ No

9. Is the state proposing an alternate methodology for first use in this year?
   ◯ Yes ◯ No

4. Supporting documents are required when requesting approval of a new alternative method. Supporting documents are uploaded under *Submission Documents* section by clicking on **Choose Files.**

7. Does the total of proposed teacher shortage areas exceed the automatic designated limit of 5 percent of the total of all of the full-time equivalent (FTE) teaching positions?
> **Note:** Number 8 shall appear only if the answer to 7 is Yes.

○ Yes ◉ No

Please submit the following supporting documentation showing the methods used for identifying the shortage areas:

Submission Documents

An explanation of the reasons why the secretary should nevertheless designate all of the proposed area as shortage areas

Characters left : 1000

Upload Documents:

Choose Files | No file chosen

Additional Supporting Documentation

Choose Files | No file chosen

🖫 Data Submission:

Add New Record

▤ **Data Summary**   Search..

5. Review the shortage areas listed in the data summary table.
    (A)   Any shortage areas that are not on this year's list can be deleted.
    (B)   Update the FTE for each area that is still a critical shortage area in the state.
    (C)   Make edits any other areas needed to the pre-populated shortage areas.

6. To add any addional shortage areas, click **Add New Record** to enter Teacher Shortage Areas in the *Data Submission* .

a. The **Add New Record** dialog box appears allowing you to the select the type of shortage area.
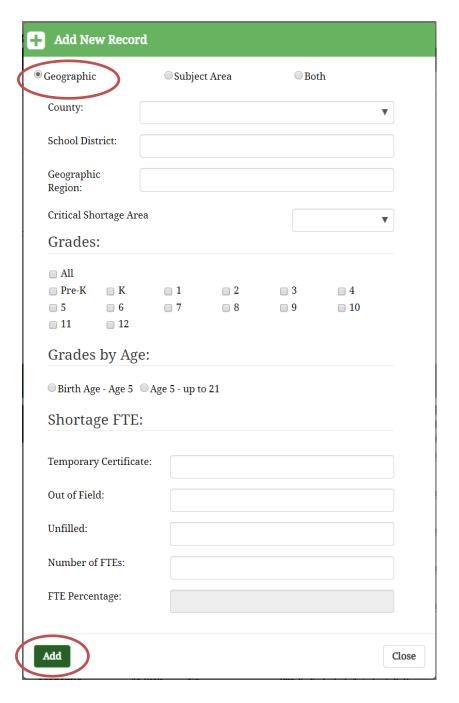
Entering the geographic area is optional.

b. The Geographic Record screen appears when **Geographic** is selected. Enter the
requested information and click **Add**.

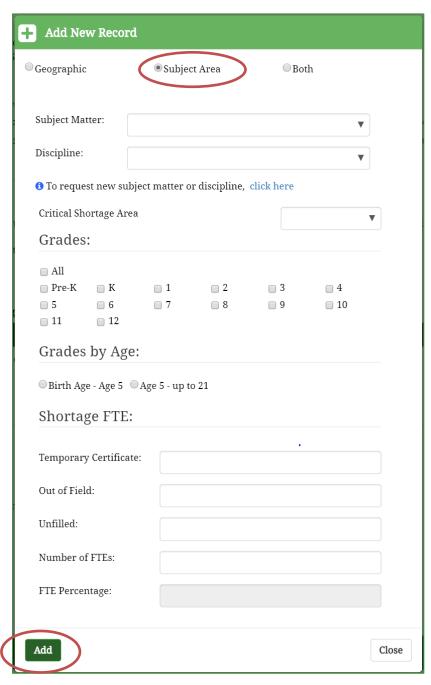NOTE   The FTE percentage will calculate automatically.

You are not required to make an entry in every field .

c. If **Subject Area** is selected, the *Subject Area Record* screen appears. Enter the requested information and click **Add**.

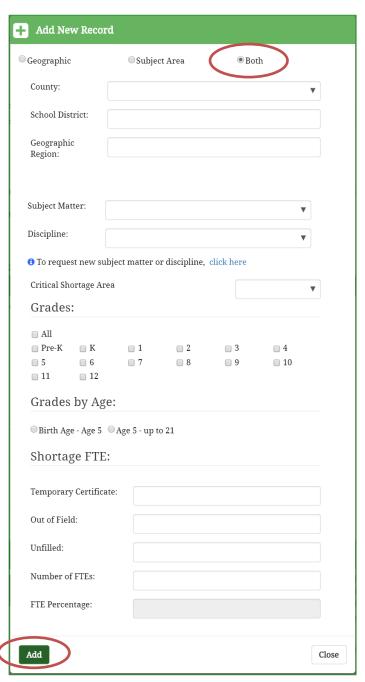The FTE percentage will calculate automatically.

You are not required to make an entry in every field.

d. If **Both** is selected, the *Geographic/Subject Area Record* screen appears. Enter the requested information and click **Add**.
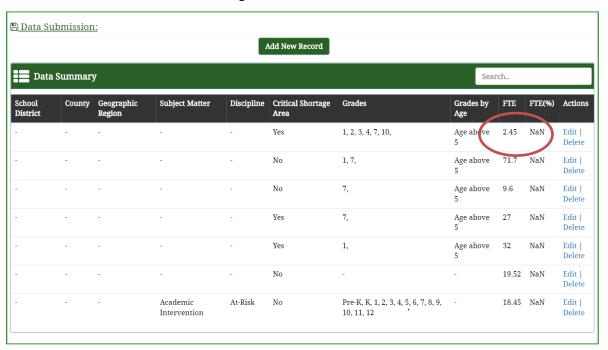
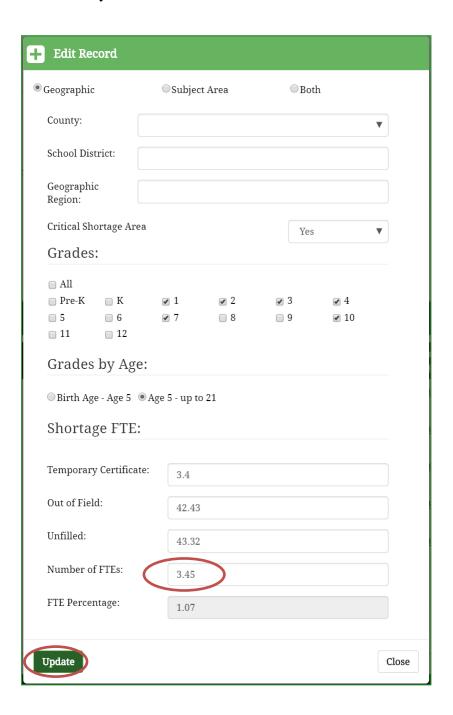The FTE percentage will calculate automatically.

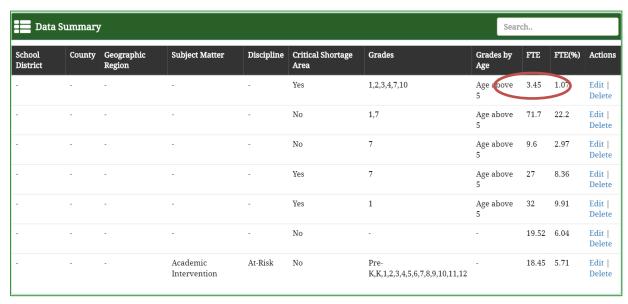You are not required to make an entry in every field.

e.   The Teacher Shortage Area is added and listed in the *Data Summary*
section of the screen. To make changes to the record, click **Edit**.

💾 Data Submission:

Add New Record

Data Summary   Search..

School District	County	Geographic Region	Subject Matter	Discipline	Critical Shortage Area	Grades	Grades by Age	FTE	FTE(%)	Actions
-	-	-	-	-	Yes	1, 2, 3, 4, 7, 10,	Age above 5	2.45	NaN	Edit | Delete
-	-	-	-	-	No	1, 7,	Age above 5	71.7	NaN	Edit | Delete
-	-	-	-	-	No	7,	Age above 5	9.6	NaN	Edit | Delete
-	-	-	-	-	Yes	7,	Age above 5	27	NaN	Edit | Delete
-	-	-	-	-	Yes	1,	Age above 5	32	NaN	Edit | Delete
-	-	-	-	-	No	-	-	19.52	NaN	Edit | Delete
-	-	-	Academic Intervention	At-Risk	No	Pre-K, K, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12	-	18.45	NaN	Edit | Delete

f.   The *Edit Record* screen appears. Update the 'Number of FTEs' field with the desired value and click **Update**. Note: the 'FTE percentage' will calculate automatically.
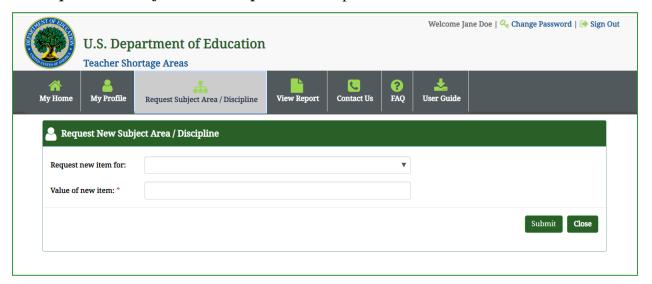
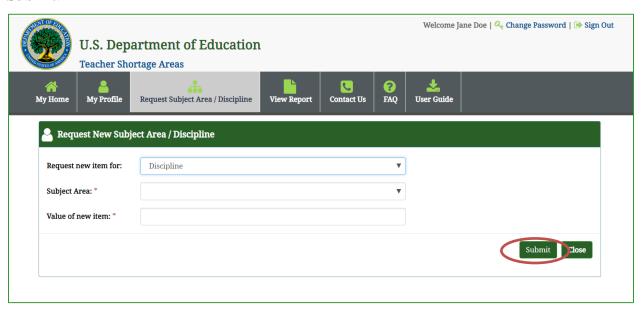g. The changes made are listed in the *Data Summary* section.

School District	County	Geographic Region	Subject Matter	Discipline	Critical Shortage Area	Grades	Grades by Age	FTE	FTE(%)	Actions
-	-	-	-	-	Yes	1,2,3,4,7,10	Age above 5	3.45	1.07	Edit | Delete
-	-	-	-	-	No	1,7	Age above 5	71.7	22.2	Edit | Delete
-	-	-	-	-	No	7	Age above 5	9.6	2.97	Edit | Delete
-	-	-	-	-	Yes	7	Age above 5	27	8.36	Edit | Delete
-	-	-	-	-	Yes	1	Age above 5	32	9.91	Edit | Delete
-	-	-	-	-	No	-	-	19.52	6.04	Edit | Delete
-	-	-	Academic Intervention	At-Risk	No	Pre-K,K,1,2,3,4,5,6,7,8,9,10,11,12	-	18.45	5.71	Edit | Delete

3.4   Request Subject Area/Discipline

To request a new subject area and/or discipline proceed as follows:

1. Select **Request Subject Area/Discipline** from the top menu.

2. The *Request New Subject Area/Discipline* screen opens.

3. Select **Subject Area or Discipline** from the drop-down list.

4. If you select **Discipline**, you will have to enter both **Subject Area** and **Discipline**. Click **Submit**.
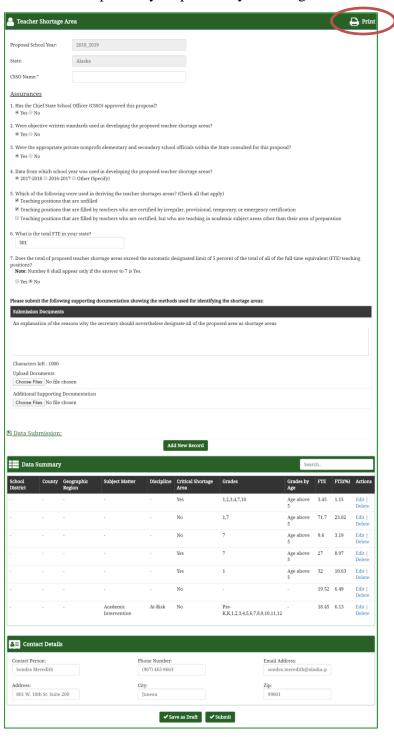

5. The *Request Confirmation* screen appears informing you that your request was successful. Click the link to submit additional requests or click **Close**.
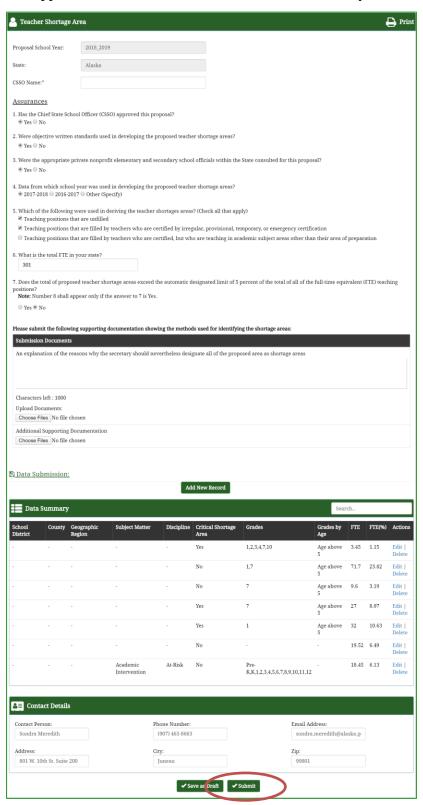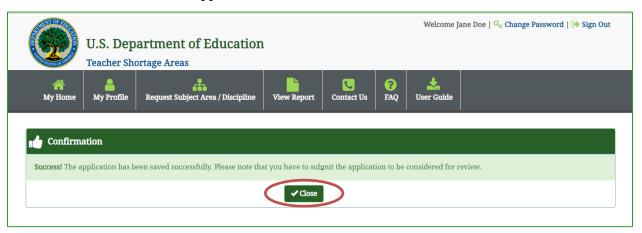
3.5 Save and Submit Data

1. If you are not ready to submit the application, click Save as Draft on the bottom of the Teacher Shortage Areas screen. You can edit the information anytime before you submit. The report may be printed by selecting Print.

2. The application will not be considered for review until you click on Submit.

3. The Confirmation screen appears, click Close.

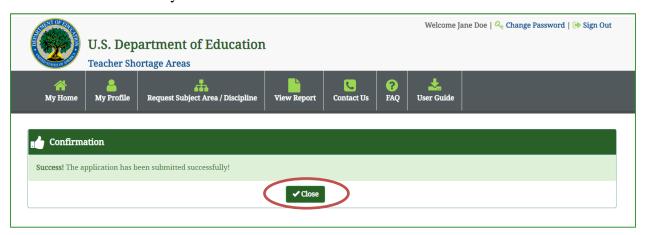4. The My Submissions screen appears, click Edit.

The screenshot above is from the 2018 application submission, and shows the School Year as 2019-2020; however, the annual submission process will reflect the current School Year.
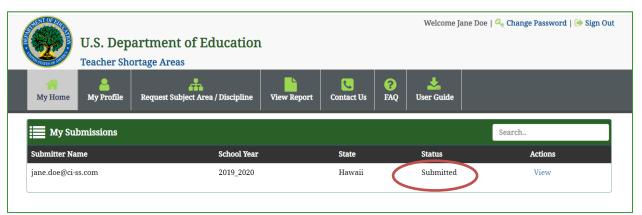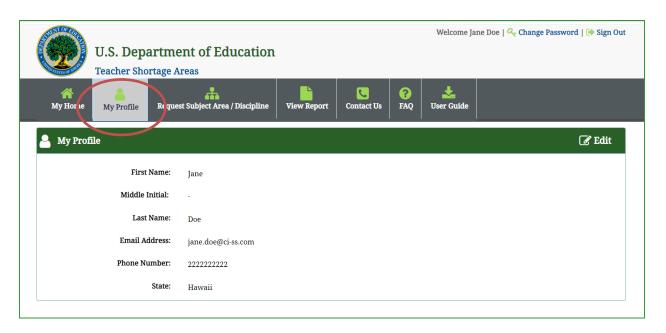
5. The Teacher Shortage Area screen appears displaying the record entered. Edit the information as needed and click Submit when finished.

6. The *Submission Confirmation* screen appears showing that the application has been submitted successfully. Click **Close**.

7. The *My Submissions* screen appears with the updated status.

> The screenshot above is from the 2018 application submission, and shows the School Year as 2019-2020; however, the annual submission process will reflect the current School Year.

3.6   My Profile
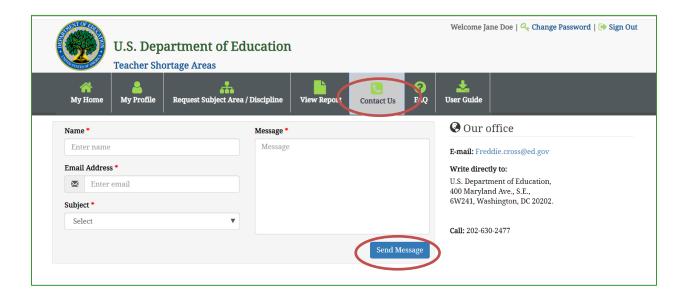
To view your Profile proceed as follows:

1. Select the **My Profile** from the top menu.

2. The *My Profile* screen opens allowing you to view your information.

3.7   Contact Us

If you have comments or concerns regarding the status of individual submissions, contact the U.S. Department of Education as follows:
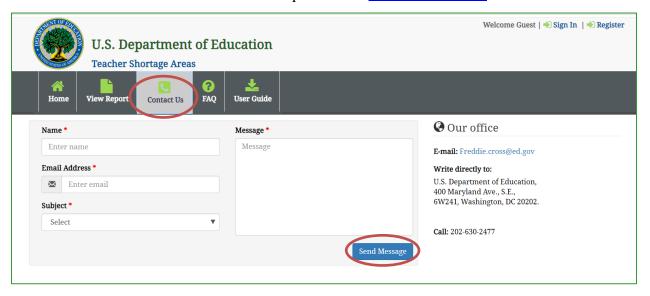
1. Select **Contact Us** from the top menu.
2. The *Contact* screen opens. Enter the required information and click **Send Message**.

Section 4. Technical Support – Help Page

For technical issues logging in to the application, contact the U.S. Department of Education as follows:

1. Select **Contact Us** from the top menu. The *Contact* screen opens.
2. Enter the required information in the Message box and click Send Message.
3. An email can also be sent to the Technical Department at ciss_tsa@ci-ss.com
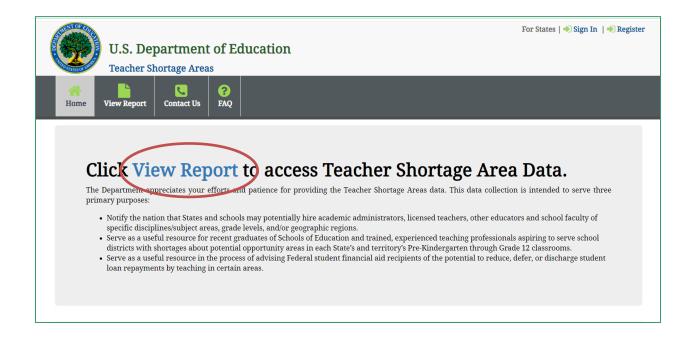
Section 5. Reporting

Reports can be generated without logging in or registering.
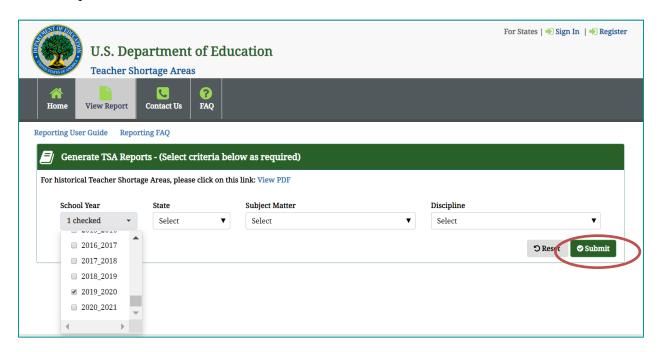
To generate a new report proceed as follows:

1. Type the URL https://tsa.ed.gov into an Internet browser, the Teacher Shortage Areas
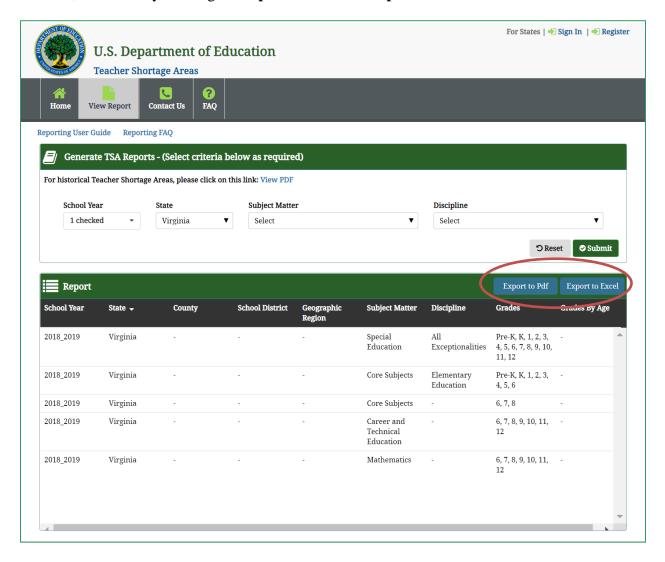   (TSA) welcome screen appears. Click on View Report from the top menu or the link.

2. Generate TSA Report screen appears. Select criteria for the different fields from the
   drop-down lists. (Hint: The fewer criteria selected, the better the results. For ex. begin
   with School Year and State then choose other criteria based on the results. See example.)

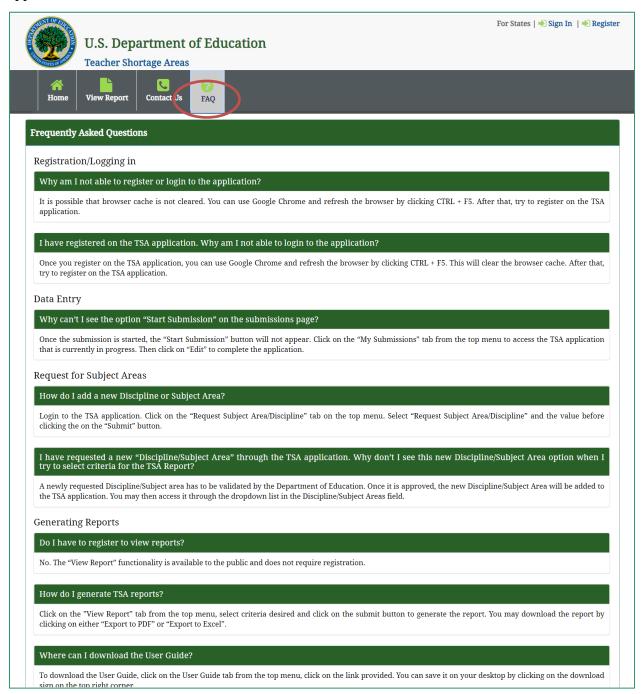3. Example: Select School Year as '2019-2020', State as 'VA' and Click **Submit.**

4. The teacher shortage area report is generated. Data may be exported to either Excel or PDF, if desired by clicking on **Export to Excel** or **Export to PDF**.
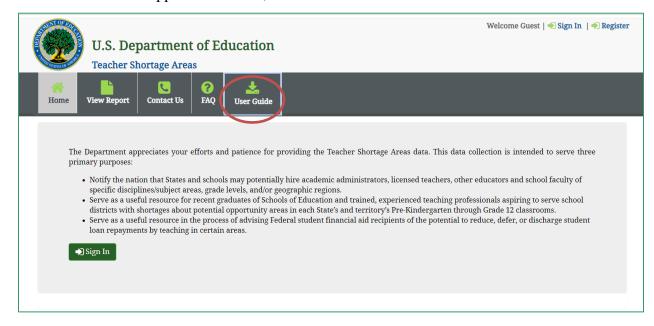
Section 6. Frequently Asked Questions

1. Click on FAQ from the top menu to view the Frequently Asked Questions about TSA application.

Section 7. User Guide

1. Click on User Guide from the top menu to view the TSA application User Guide which has the details about the application. Also, users can download this User Guide in PDF format.

Appendix A - Acronyms and Abbreviations

Acronym	Definition
FFEL	Family Federal Education Loan
OPE	Office of Postsecondary Education
TSA	Teacher Shortage Areas
SLS	Supplemental Loans for Students
TEACH	Teacher Education Assistance for College and Higher Education